BEING THE BEST WE CAN

Key results for Victoria's public library services

East Gippsland Shire Library

Self-evaluation and Peer Review Report

★ ★

March 2010

Contents

Introduction

Regional profile

Population

East Gippsland Shire has a population of approximately 42,750 people. It is the second largest Shire in Victoria, covering 20,931 square kilometres.

The Shire has one of the most disadvantaged areas in Victoria: decile 1&2 social advantage and disadvantage *(Index of Relative Socio-economic Disadvantage Victorian Statistical Local Areas 2006)*.

The region has an average annual growth rate of 0.0-0.4%, 1996–2001 *(Victorian Population Bulletin Special Ed 2007 – Spatial Analysis & Research, Department of Planning and Community Development)*.

Demographics

Aging population

- A high percentage of the population are aged 60 years or greater.
- A high percentage of this group has Year 12 equivalent or below *(ABS Census 2006)*.
- East Gippsland has 9–<18% of population aged 75+.
- More than 40% of Bairnsdale region is over 60 years of age.
- The number of persons aged 60 plus is increasing *(Census 2006 Infosheet – Ageing Trends in Victoria)*.

Income

- The median weekly household income was $653, compared with $1,022 in Victoria, $770 in Gippsland, $1,079 in Melbourne and $1,027 in Australia.
- The median weekly family income was $868 compared with $1,171 in Australia.

Community involvement

Opportunities to have a real say on issues that are important:

- East Gippsland – 53.3%.
- Victorian regional average – 59.1%.

(Department of Victorian Communities (2007) 'Indicators of Community Strength at the Local Government Area Level in Victoria in 2006')

Internet usage

Proportion of households with internet connections (2006):

- State average – 63.1%.
- East Gippsland – 51%.

Indigenous population by Statistical Local Area 2006

Indigenous people (A&TSI) 2006:

- East Gippsland SD – 2.0% (1,573 persons).
- Victoria – 0.6%.

Major towns

East Gippsland's major towns include, from west to east, Bairnsdale (the largest town and administrative centre), Lakes Entrance, Paynesville, Orbost and Mallacoota. Smaller, but significant, towns in the more mountainous northern areas include Swifts Creek, Omeo and Buchan.

- **Bairnsdale and district:** with a population approaching 18,000, Bairnsdale is the main township and rural hub. Surrounding rural land is used mainly for grazing, dairy farming, timber-getting and fishing. Bairnsdale and district has a high percentage of older age groups.

  Population growth in 2001–06, was concentrated in Bairnsdale *(Department of Sustainability and Environment 'Summary of Population Change 2001–2006).*

- **Lakes Entrance and district:** essentially a retirement destination. Has a population of 9,000. The fishing and tourist industries play a significant role in the culture of the town and community.

- **Orbost and district:** a logging area with approximately 6,000 residents. The growth of this area is affected by the uncertainties of the timber industry. Also characterised by an older population.

- **Paynesville:** identified as the fastest growing town in the municipality, both as a retirement destination and popular residential area for young professionals. The current population stands at approximately 3,000.

- **Mobile library target group:** The remote areas and communities of the municipality account for about 10% of the total population. These are mainly farming communities and groups espousing an intellectual commitment to alternative lifestyles.

Library branches and outreach services

There are five library branches, one mobile library and five Outreach Service centres.

The library service operates as a hub and spoke model, with Bairnsdale as the operational centre and the Library Business Centres acting as spoke networks delivering library and business centre services within their locality.

Bairnsdale Library

- A dedicated library that serves as the administrative centre for the library service.
- The Local Studies Collection in the Hal Porter Study and Stack are held in Bairnsdale.

- Shelf space and access areas for all collections are at capacity.
- Current closure of Library Coordinator's office, Hal Porter Local Studies room, stairwell to upper office and archive/storage room has severely reduced available working, program and public meeting space.
- Closure of Coordinator's office has eliminated space available for private conversations and service area meetings.

Lakes Entrance, Orbost and Omeo Library Business Centres

- These branch libraries also serve as Council Business Centres.
- Staff act in dual roles.

Paynesville Library Business Centre

- This branch library serves as a Council Business Centre.
- Staff act in dual roles.
- Paynesville library business centre has been housed in a demountable for two years while a new community hub is constructed.

Mobile Library

- Services the outlying communities of the municipality, which covers a total of 20,941.3 square kilometres.
- There are currently 35 sites and site usage is assessed regularly by statistical use and through community consultation.

Outreach Service Centres

- There are currently five Outreach Centres located in remote communities:
  ~ Benambra Neighbourhood Centre.
  ~ Buchan Resource Centre.
  ~ Bendoc Resource Centre.
  ~ Cann River Community Centre.
  ~ Mallacoota Outreach Centre.
- These centres provide book drop boxes, a small borrowing collection, and access to internet and online information.
- Information and training sessions, storytime and reading group activities are also conducted by access and outreach or library staff.

Library service profile

Governance

- East Gippsland Shire Council is a single municipality.
- Council vision – 'East Gippsland Shire Council will work with the Community to ensure a sustainable future through liveable and productive communities supported by a healthy environment'.
- Council values – Transparency, Accountability, Engagement, Innovations, Responsiveness, Strategic, Respectful, Equitable, and Financially Responsible.

- Council strategic objective – Liveability, Sustainability, Productivity, and Governance.

Community unit vision and goals

- Library is a part of the Community Programs and Partnerships Unit, which sits within the Planning and Community Department.
- Goals of Community Programs and Partnerships Unit:
  - ~ 'To support opportunities for Community wellbeing through collaboration, facilitation, advocacy and leadership.'
  - ~ 'To work in partnership with our diverse communities to support and promote community wellbeing.'

Library strategic goals

- Library strategic document: *Access to Information: Virtual and Local Hubs: a place based, outcomes focussed plan*
- Library objective: Increased accessibility and exchange of information with more programs delivered to more people through enhanced skills, efficiency and collaboration.
- Access and Outreach Service objective: Bringing services to the people and building community capacity.

Library space

- Public access floorspace – 921 square metres.

Membership

- 15,812 individuals and 5 institutions.
- Current membership between July 2008–July 2009 – 4,462.

Print and non-print resources

- Total print collection –56,104.
  - ~ Adult fiction – 14,472.
  - ~ Adult non-fiction – 16,972.
  - ~ Large print – 5,918.
  - ~ Children and youth fiction – 13,179.
  - ~ Children and youth non-fiction – 2,976.
  - ~ Reference – 677.
- Total non-print collection – 7,774.
  - ~ Talking books – 2,019.
  - ~ CD-ROMS – 472.
  - ~ CD music – 2,124.
  - ~ DVDs and videos – 3,055.
- Newspapers and serials subscriptions – 41.

PC resources

- Including OPACS – 18.

- PCs with internet – 13.
- Bookings – 30,183.

Program sessions

- Children: programs – 340; participants –5,039.
- Adults: programs – 12; participants – 341.
- Outreach centres: programs – 216; participants – 1,922.

Web site visits

- 16,375.

Staff

- Total 17.8 EFT:
  - ∼ Librarians – 1.4.
  - ∼ Library Technicians – 2.8.
- Full-time – 13.
- Part-time– 10.
- Casual – 7.

Opening hours and visits

Static branches

- Hours open per week – 183.
- Annual visits – 214,899.

Mobile branch

- Number of mobile sites – 35.
- Hours open per week – 19.3.
- Annual visits – 11,535.

Outreach service points

- Hours open per week – 40.
- Annual visits – 1,742.

Housebound service

- Staffing – one library staff member plus volunteers.
- Number of institutions – 4.
- Number of individuals – 17.
- Fortnightly visits.

Summary results

Overall ratings

The overall results of the self-evaluation for the five key result areas are:

Key result areas	Self rating	Peer rating
1. Providing gateways to information, learning and leisure	★★★	★★★
2. Building individual skills, capability and wellbeing	★★	★★
3. Developing social capital	★★–★★★	★★★
4. Demonstrating leadership	★★★	★★
5. Designing, managing and improving systems and processes	★★★	★★
Total	★★	★★

Key strengths

1. Staff pride in job and long-term relationship with customers.
2. Continuing development of Outreach and Access services.
3. Cost-effective purchasing of material for library collection through MAV Collaborative Purchasing project.
4. Development of efficient, effective processes and procedures.

Key opportunities for improvement

1. Redevelopment of Bairnsdale Library.
2. Offer more training sessions for customers.
3. Develop partnerships with other agencies.
4. Provide and promote 21st century literacy.
5. Promote Local Studies Collection.
6. Promote library services to non-users and indigenous community.
7. Encourage staff to obtain library qualifications.
8. Review staffing levels at Bairnsdale Library.

Five-star ratings

The *Framework* applies a five-star rating system to indicate the quality of library service performance.

Star rating	Description
★★★★★	Outstanding delivery of core and a range of enhanced services. Excellent. World-class. Sector-leading and worthy of wider dissemination.
★★★★	Major strengths. High standard of provision. Any weaknesses do not impact on users' experience.
★★★	Important strengths that have a positive impact. Weaknesses do not have substantial adverse effect. Weaknesses are recognised and action is being taken to improve.
★★	Satisfactory provision of core services. A few strengths and examples of good practice. Weaknesses have some adverse effects on some users.
★	Limited range of services or weaknesses in a core service. Weaknesses have a significant impact on the quality of the users' experiences. Planned action required for improvement.

Improvement plan

The improvement recommendations from the evaluation were reviewed and prioritised, resulting in the following improvement plan.

Action	Responsibility	Target completion date	Progress
Key result area 1: Providing gateways to information, learning and leisure			
Database training for staff	Library Coordinator		
Create form for database, CD-ROMS, PC and OPAC problems	Library Coordinator	June 2010	
Promote Talking Newspapers and Vision Australia services	All staff and Library Promotions Officer		
Promote Access and Outreach collections	Access & Outreach Coordinator		
Use OPAC unsuccessful searches to improve selection process	Library Coordinator, Technical Support Officer & Collections Librarian		
Investigate SMS	Library Coordinator & Technical Support Officer		
Develop website and NetOPAC	Library Coordinator & Promotions Officer		
Delete old periodicals so they do not show on OPAC	Collections team member		
Develop planned reader development strategy	Library Coordinator		
Investigate genre shelving of non-fiction collection	Collections Librarian		
Cataloguing of local studies periodicals	Heritage & Access Officer		
Key result area 2: Building individual skills, capability and wellbeing			
Offer community groups opportunity of library speaker	Library Coordinator, Heritage & Access Officer & C&YS Team Leader		
Storytime staff to hold storytime at other branches	C&YS Team Leader, C&YS team members, OICs		
Reference training at all branches	Library Coordinator, Senior Bairnsdale Officer, OICs		
Key result area 3: Developing social capital			
Investigate Food for Fines during winter months	Library Coordinator & Manager Programs & Partnerships		

Action	Responsibility	Target completion date	Progress
Planned growth strategy for each branch	Library Coordinator, Access & Outreach Coordinator, Senior Library Officer Bairnsdale, C&YS Team Leader & OICs		
Prepare grant 'template'	Library Coordinator, Senior Library Officer Bairnsdale & C&YS Team Leader		
Encourage Paynesville Friends of Library to apply for grant funding	Heritage & Access Officer & Paynesville OIC		
LLV training at all branches	Heritage & Access Officer		
Promotion of Local Studies Collection	Heritage & Access Officer		
Development of home-based services at Orbost, Paynesville and Omeo branches	Heritage & Access Officer, Access & Outreach Coordinator		
Investigate zine collection	C&YS team members		
Key result area 4: Demonstrating leadership			
Dealing with difficult customers – role play training	Heritage & Access Officer & Senior Library Officer Bairnsdale		
Staff visits to other library services	Senior Library Officer Bairnsdale & C&YS Team Leader		
Staff backup roster reassessed	Library Coordinator, Senior Library Officer Bairnsdale & C&YS Team Leader		
Staff skills audit	Library Coordinator, Senior Library Officer Bairnsdale & C&YS Team Leader		
Online customer feedback form	Library Coordinator		
Investigate wikis and blogs	Technical Support Officer & Heritage & Access Officer		
Key result area 5: Designing, managing and improving systems and processes			
Coordinate update of procedures manual	Library Coordinator, Senior Library Officer Bairnsdale & Heritage & Access Officer		
Library Flickr account	Technical Support Officer		
Interrogation of AmLib authority and cataloguing modules	Library Coordinator		
Work with Libraries Australia staff to ensure currency of EGIPPS records	Technical Support Officer, Collections Librarian & Library Coordinator		

Detailed findings

Key result area 1: Providing gateways to information, learning and leisure			
1.1 Sufficiency, range and suitability of resources	**Library service rating ★ ★**		**Reviewer's rating ★ ★ ★**
To what extent is this theme a strategic imperative for this library service?			
See strategic document – Access to Information: a plan to guide the provision of Library Service in East Gippsland			
What we do	**Evidence**	**Strengths**	**Areas for improvement**
▪ Provide a wide range of print resources selected by staff and suggested by library members – adult, young adult, junior, large print collections that contain fiction and non-fiction items, picture books, board books, easy readers, biographies, reference, local studies, magazines, and newspapers ▪ A range of non-print resources including CD-ROMS, DVDs, music CDs, talking book CDs and cassettes and playaways ▪ Special collections – parenting collection, graphic novels (young adult and junior), classic novel collection ▪ LLV interlibrary loan service ▪ Provide customers with range of donated, non-catalogued paperback novels and Mills and Boon – these are borrowed, returned and swapped by customers	▪ Collection Development Policy – updated Feb 2010 ▪ Collection currency – 2 year weed at all branches, supervised by Collection Librarian ▪ LMS usage statistics – produced monthly – no of items borrowed by branches, stats code, form, no of reservations, renewals type of loans ▪ Annual DPCD Library Survey Stats ▪ Database stats ▪ Access and Outreach statistics ▪ Collection of LLV stats – since implementation in 2007 ▪ 2009 Library User Survey ▪ Collection team meeting minutes	▪ One of first library services to purchase playaways ▪ Floating collection refreshes items at each branch ▪ Profile ordering/standing orders ▪ Customer usage of LLV ▪ All staff skilled in providing training and assistance for LLV customers ▪ If item is not available, then customer is provided with suggestion for purchase form ▪ Staff committed to fulfilling requests for purchase – 90% of customer requests are purchased ▪ Staff up-skilled in use of new formats e.g. playaways	▪ Work with IT to solve Genealogy CD-ROMS problems ▪ Network drop-outs at Orbost and Omeo ▪ Problems accessing OPAC at Orbost and Omeo ▪ Promote databases – high promotion but low usage apart from Ancestry ▪ Investigate low uptake of databases e.g. Paynesville take-up is high but Metung is low ▪ Stock selection to consider needs, skills and expectations of baby boomers

Key result area 1: Providing gateways to information, learning and leisure

1.1 Sufficiency, range and suitability of resources	Library service rating ★ ★	Reviewer's rating ★ ★ ★

1.1 Sufficiency, range and suitability of resources		Library service rating ★ ★	Reviewer's rating ★ ★ ★
- Provide customers with range of donated, non-catalogued magazines that are purchased by customers – funds are used to purchase library items for the branch that provides these items - Bulk LOTE collection supplied on demand, at no cost, through resource sharing with other libraries - Range of genealogy CD-ROMS - Provision of Gulliver online databases - Talking newspaper - Information and deference services – face to face, telephone or via email - Free internet and PC usage - Free wifi access - Boardmaker software – used by teachers, helpers and parents to create visual communication tools that assist communication with people with learning difficulties - Staff and customer suggestion for purchase forms - Telephone books for all states - Local maps and current timetables for Vline trains and local bus routes - Stock selection reflects circulation statistics and evidence-based research e.g. reduction	- Collection Librarian and Coordinator meeting minutes - Suggestion for purchase form - Customer feedback form - Continually refreshed display of new book and multimedia covers - New titles lists - Popular title lists – all, junior, young adult - Storytime and rhyme time book lists - Parenting collection booklet containing list of print and non-print items - Fortnightly service update emails shared with all staff - Assistive technology – touch screen on internet A and Boardmaker software - Foyer display case highlights material held in library branches - Sandwich board highlights library material and services e.g. wifi - Author visits - News releases regularly provided for council media officer	- Information shared about new trends and formats – small number of staff facilitates information sharing and up-skilling - New items promoted in handouts, P&P, intranet - Strong emphasis on provision and promotion of user guides, reader lists - Experienced trainers provide relevant online training that uses internet and databases e.g. Health on the Net, Travel on the Net, using online resources - Provision of basic and advanced computer and internet skills - LLV training - Paynesville and Omeo – very personal level of service and knowledge of customers needs (Orbost also to certain extent) - Parenting collection – available at each branch. Contains DVDs magazines, handouts and information about children's services – well promoted and located adjacent to area used for children's activities	- Follow-up unsuccessful OPAC enquires – pass results on to Collections Librarian - Make OPAC more user friendly by adding features such as customer and staff book reviews, cloud tags - Investigate games/Wii unit installation at Lakes Library - Promote membership at other libraries so customers have access to databases and MP3 downloads that we cannot provide due to budget restrictions - Further LLV training for staff and customers - Online suggestion form - OPAC – improvements – IT issues following up requests 'In Magic' updated for web accessibility

Key result area 1: Providing gateways to information, learning and leisure			
1.1 Sufficiency, range and suitability of resources	**Library service rating** ★★	**Reviewer's rating** ★★★	
in junior non-fiction, increase in range of multimedia and magazines	▪ Range of stock selection tools – staff feedback, suggestion for purchase forms, stats, news, reviews, publisher lists, supplier profiling, etc. ▪ Community information stands ▪ Council material displayed in all branches ▪ Local Studies Collection & Hal Porter Collection at Bairnsdale ▪ Talking newspaper ▪ Bairnsdale library is collection point for material ordered from Australian Centre for Moving Image (ACMI) ▪ Range of Shire and community newspapers ▪ Public noticeboard that displays information about non-profit activities ▪ Range of stock, user guides, handouts, online services promoted on digital frame ▪ Free collateral from vendors	▪ Western collection ▪ Classics collection ▪ Adult and young adult graphic novel collection ▪ Extensive collection of genre lists ▪ Library newsletter highlights a different magazine per month ▪ Designed genre stickers for CD collection then distributed designs through PLVN	

Key result area 1: Providing gateways to information, learning and leisure

1.1 Sufficiency, range and suitability of resources	Library service rating ★ ★	Reviewer's rating ★ ★ ★

Peer review notes on: What we do, Strengths, Areas for improvement, Evidence, and Star rating

- Collection development – user profile and demographics (older population)
- Floating collections since September – more efficient process, branch benefits, proactive
- Low Gulliver usage – worth considering if these resources are the best 'fit' for the service in the medium to long term
- Good (strong) examples of resources and collections of promotional material – 'clean' and consistent look and feel
- Clear constructive shifts over past few years
- Challenges are being addressed
- Shows vision for the future of the library
- Continuous improvement shows good leadership

Key result area 1: Providing gateways to information, learning and leisure

1.2 Arrangements for access	Library service rating ★ ★ ☆	Reviewer's rating ★ ★ ☆

To what extent is this theme a strategic imperative for this library service?

See strategic document – Access to Information: an plan to guide the provision of Library Service in East Gippsland
- Community Expectations
- Business Unit Plan
- KPI from strategic document – Access to Information: Virtual and Local Hubs: a place based Outcomes focused plan

What we do	Evidence	Strengths	Areas for improvement
- Library hours changed to meet the needs of community – Bairnsdale library hours standardised in 2009 9.30am–6.00pm M,W,T,F/9.30–1.00pm Tues/9.30am–12.00 Sat - Online catalogue and databases accessible 24/7 - Free Internet at all branches - Fees and charges reviewed annually – try to keep any increase to minimum - No reservation charge - Popular item charge of $1.20 removed Feb 2010 - No charge for first overdue email notice - Only $1.10 charge for first overdue letter - Reduced LLV charges – $2.50 does not cover cost of postage. Only charge on-costs from	- Use 'facility' software to monitor PC usage - Reservation statistics - How to Renew and Reserve online handouts - Statistics for web reserves and renewals - User survey re training needs - 2009 Library survey - Library catalogue training for customers - Mobile library timetable - Outreach program handouts - Statistics prove Increased use of LLV - Door counts - Online resources handout	- Disability access at all branches - LLV well promoted and used - No content filtering of Internet - No charge for reservations - Low charge for overdues - Customers can use library/business centres to borrow items, use Internet, pay council charges and obtain information on library and council services – seamless service - Omeo library also provides Vic Roads services – registration, etc. and Centrelink services - Orbost lib provides Vic Roads service - Paynesville provides Ferry passes - CD collection arranged by genre	- Extend opening hours at branches – open Saturday morning - Extend opening hours on Tuesday afternoon at Bairnsdale - IT limitations – Omeo OPAC access, mobile library Internet access - Longer opening hours – requests on library survey - Develop Indigenous collection - LLV and other handouts to be available on library website - Update currency and relevancy of web information - Improve access to online

Key result area 1: Providing gateways to information, learning and leisure			
1.2 Arrangements for access	**Library service rating** ★★★	**Reviewer's rating** ★★★	
Universities or Special libraries that pass the cost on to us ▪ LLV courier is funded by DPCD. As 98% of requests are from Victorian libraries, there is very little extra postage cost ▪ No reservation charge ▪ Increased renewal limit – customers may now renew items twice -Feb 2010 ▪ 1st overdue notice email – no charge for emails only $1.10 per notice for letters ▪ No charge for PC use – high occupancy ▪ WiFi at Bairnsdale lib available Feb 2010 – improved access for customers and visitors with laptops ▪ Book Mobile programs – visits to Lake Tyers, Bairnsdale and Omeo shows, Motor show ▪ Access & Outreach programs for remote and hard to reach communities ▪ Outreach Service points and extension programs – extension of Building on Bookie program ▪ Home library service ▪ All staff empowered to take ILLs and help customers use LLV ▪ Indigenous Picture books ▪ Genre lists – Readers advisory ▪ Spine Labelling to identify Parenting &	▪ $10 suspension policy introduced to curb loss of material	▪ CD genre stickers designed by staff member ▪ Labelling of Premier's Reading Challenge items for easy identification ▪ Fiction genre stickers ▪ Genre shelving for some collections – Westerns, Classic Novels , Parenting , Biographies	resources by promoting services at other libraries i.e. SLV databases and Yarra Plenty Overdrive MP3 downloads ▪ Increase number of public PCs ▪ Web editing software to enable website growth and development ▪ Remove $2.50charge for Interlibrary Loans ▪ PC software is not updated regularly by IT staff ▪ Would like PC management software, public scanners, coin operated photocopier ▪ SMS notifications ▪ Need more study and quiet space ▪ Youth/Teen space development ▪ More relaxed seating ▪ Gaming for children ▪ Lack of amenities and Assistive technology for people with disabilities

Key result area 1: Providing gateways to information, learning and leisure			
1.2 Arrangements for access		**Library service rating** ★★★	**Reviewer's rating** ★★★
Premiers' reading			
▪ User guides			
▪ Christmas Food for Fines Amnesty			
▪ Weekly Rhyme time sessions			
▪ Homework club			
▪ Attach door counter to side door do that it can be opened to provide alternative customer entrance			
▪ Web OPAC contains helpful information as to why an item may not be renewable			
▪ Hourly Reservation emails			
▪ Auto update Junior and Young Adult borrowers			

Peer review notes on: What we do, Strengths, Areas for improvement, Evidence, and Star rating

- ▪ Tightening up of processes/procedures over past 1–2 years
- ▪ No reservation charges to promote access options for users
- ▪ Some 'inherited'/historical constraints may hamper better access options for the users, e.g. Tuesday afternoon closure at Bairnsdale – why?)
- ▪ Extensive offerings in 'What we do' and Access and Outreach initiative – a definite strength
- ▪ Continuous improvements are responsive to community's requirements

Key result area 1: Providing gateways to information, learning and leisure

1.3 Staff knowledge of information tools and user support	Library service rating ★ ★	Reviewer's rating ★ ★ ★

To what extent is this theme a strategic imperative for this library service?

See strategic document - Access to Information: an plan to guide the provision of Library Service in East Gippsland

What we do	Evidence	Strengths	Areas for improvement
▪ Regular customer service training provided by Council ▪ All staff trained and empowered to answer information, reference, interlibrary loan, directional and general queries ▪ Library Business Centre staff also answer queries about shire business, rates, dog registration, Vic Roads, Centrelink, and Ferry passes ▪ Staff provided with opportunity to discuss new processes & tools during staff meetings, email correspondence, service area meetings or informal groups ▪ Database training provide by Gulliver & Bruce vendors ▪ Senior library officer ensures branch staff are provided with clear instruction on new processes – via email, branch visits or monthly Officer in Charge meetings ▪ Regular Branch visits by Library Coordinator, Access & Outreach Coordinator, Collections	▪ Staff feedback ▪ Customer feedback form ▪ Customer feedback via library email address ▪ Number of handouts printed for distribution ▪ Training records ▪ Training feedback forms ▪ Staff Workplan ▪ Successful acquittal of 2009 DCPD Literacy Training Grant ▪ Council staff updated on library events and programs through Intranet promotion ▪ Council directors, managers & councillors provided with Library Lovers package of library promotional material ▪ Staff position descriptions ▪ Work plan training requirements	▪ Staff up skilled regularly by internal and external trainers or other staff members ▪ Online database training for customers at all branches – trainer goes to the customer ▪ Web 2 Training at Outreach centres ▪ Experienced staff share knowledge ▪ IT tips and Hints shared with all staff ▪ Library Trends and current industry information regularly email to all staff ▪ Regular communication with branches ensures that branch staff are not excluded from contributing ▪ Visits by Bairnsdale Service are staff to branches ▪ Staff professional development is encouraged – 3 Bairnsdale staff studying – 2xLibrarianships & 1xLibrary Technician	▪ More training for staff and customers ▪ More web 2 training for staff and customers ▪ Ongoing training in use and promotion of databases ▪ Work with LLV to auto respond to Interlibrary Loan requests ▪ Provide handouts and information via web ▪ Use incidents as staff training opportunities – discuss at staff meetings ▪ Branch staff to visit Bairnsdale at least twice per year ▪ More opportunities for staff to develop broad range of operational skills such as ILL, Outreach program delivery

Key result area 1: Providing gateways to information, learning and leisure			
1.3 Staff knowledge of information tools and user support	**Library service rating** ★ ★		**Reviewer's rating** ★ ★ ★
librarian, Children and Youth services team leader, Local Studies and Access officer and Library OHS officer ▪ Fortnightly service and OIC reports sent to all staff ▪ Staff training register ▪ Staff procedure checklist ▪ Casual staff checklist ▪ User guides provided for customers and staff ▪ Super Searcher 101 & Super Searcher 102 training provided for staff at all branches ▪ Publisher training provided for Bairnsdale staff ▪ LLV training provided for all branch staff ▪ All Handouts saved in PDF format for ease of access by staff using Remote IT connection ▪ Handouts printed at Bairnsdale for Branches that do not have colour printer ▪ Staff provide customer training in use of databases, LLV ▪ Information request forms available for lengthy enquiries	▪ Staff Work and Performance Plan reviews ▪ Wow and Whoops board celebrations success and provides direction ▪ Web2.0 & 23 things training for all staff	▪ Staff pride in ability to provide information and assistance to ▪ Clear, precise and concise training material and instruction ▪ User friendly training documentation includes screen shots to aid understanding	

Key result area 1: Providing gateways to information, learning and leisure		
1.3 Staff knowledge of information tools and user support	**Library service rating** ★ ★	**Reviewer's rating** ★ ★ ★
Peer review notes on: What we do, Strengths, Areas for improvement, Evidence, and Star rating		

- Staff level of commitment
- Training and customer service context
- Need to develop/maintain staff skill base
- 'Borrow' knowledge base (training) from other services (e.g. Yarra Plenty Regional Library Service)
- Options to enhance staff communication and engagement in service development(s)
- 'Wow and Whoops' board is a nice idea as encourages staff success
- Shares information – builds staff moral and knowledge
- Staff involvement in processes

Key result area 1: Providing gateways to information, learning and leisure		
Overall star rating	**Library service rating** ★ ★ ★	**Reviewer's rating** ★ ★ ★
Peer review notes		

- Heading in the right direction
- Some good changes/developments initiated i.e. process and staff communication
- Doing well within acknowledged service constraints
- Good examples of endeavours to target resources to user base
- Is proactive towards new ideas, programs and collection
- Shows continuous improvement

Key result area 2: Building individual skills, capability and wellbeing

2.1 Lifelong learning in the library context	Library service rating ★ ★	Reviewer's rating ★ ★

To what extent is this theme a strategic imperative for this library service?

See strategic document - Access to Information: an plan to guide the provision of Library Service in East Gippsland

- Important to comply with MAC vision that states that the library is the key to growing the knowledge and skills of the Victorian Community.
- Human Capital Stream agenda includes 2 streams- early childhood with the aim of supporting families in improving childhood development in literacy and numeracy during the first five years of a child's life, up to and including school entry

What we do	Evidence	Strengths	Areas for improvement
- Provide Internet & database training for customers - Promote other learning opportunities available within the community e.g. TAFE courses, U3A - Storytime sessions at all branches and some Outreach Centres - Holiday films and activities at all branches - Holiday activities at most outreach centres - Simultaneous storytime at all branches - Provide Storytime sessions for students from Bairnsdale Special School - Provide Rhyme time sessions at Bairnsdale and Omeo - Provided external Rhyme time trainer for library staff, other library services and community groups	- Training sessions in use of 'Boardmaker, a Communication skills aid for support workers of people with complex speech and learning disabilities. Sessions conducted by experienced Boardmaker trainers - East Bairnsdale Neighbourhood House (EBNH) homework club - Events booking sheet statistics - Annual stats for program events and participants - Author visits- Don Tate, Ashley Capes, Adam Wallace, Mark Carthew, Lee Fox, Justin D'ath - CBCA author and illustrator visits	- Rhyme time grant allowed C&YS team to pay a trainer to visit Bairnsdale and Lakes to train community agency staff in Rhyme time skills - Library staff member worked with Community College to provide IT training for people with disabilities - Provide activities for SNAP group members– people with mental disabilities - Reading program at Maddox Gardens Aged Care residence - Vibrant children's area at all branches - Partnerships with Gippsland Lakes – Housebound services and Let's Read	- Provide space and carrels for study & quiet reading - Provide meeting rooms -no dedicated learning or meeting spaces - Homework club or club for juniors to be held at branches - Investigate more opportunities for partnerships - More evaluation of programs - More research into programs that customers want - Partner with TAFE to provide training - Genealogy CDs not always working properly

Key result area 2: Building individual skills, capability and wellbeing

2.1 Lifelong learning in the library context		Library service rating ★ ★	Reviewer's rating ★ ★
▪ GEGAC/Lake Tyers homework help class for indigenous students ▪ Weekly Homework help club at East Bairnsdale Neighbourhood house ▪ Work Placements for Junior rotary, Duke of Edinburgh Awards, VCAL, VET students ▪ Staff training, children's activities, author visits etc held on Tuesday afternoons at Bairnsdale while library is closed ▪ Housebound partnership with Gippsland Health ▪ Outreach programs – 'Come and Try' ▪ Parenting Collection ▪ School visits by C&YS staff ▪ Reading groups at Buchan ▪ Information Literacy training during Adult Learners week ▪ Reading Recovery at East Bairnsdale Neighbourhood house	▪ Presentation on Internet by David Novak ▪ Karen Fleischer – Children's Book Council Talk by CBCA judge ▪ Media coverage in Newspaper, web and Library Newsletter ▪ 2009 Literacy grant funding ▪ Handouts and user guides ▪ 2009 Library survey ▪ Training needs survey form ▪ Liaise with Heritage network to provide PROV training ▪ Design Online booking sheets for efficient booking process	▪ 'Soup and story' at East Bairnsdale Neighbourhood house ▪ Attendance numbers at storytime, Rhyme time ▪ Wide range of children's activities and programs ▪ Successful grant applications – Parenting collection, Rhyme time training, Literacy grant ▪ Sponsor author visits to Orbost, Bairnsdale & Lakes schools ▪ Bairnsdale School children attend author talks at Bairnsdale library ▪ Web2 training provided at Spoke locations – 'Come and Try' program ▪ Online Boardmaker/Talking Visuals training and discussion ▪ Partnership with TAFE for online Web 2 training program ▪ Visits to playgroups and Kindergartens by C&YS team ▪ 24/7 Access to online resources ▪ Genealogy CDs available at all branches ▪ Continual assessment of library spaces to determine best fit for service provision e.g. purchase shelving with wheels so shelves can	▪ Extra staff to run programs ▪ Advertise services, programs, training and events on web ▪ Remove platform in children's area to provide more space for activities ▪ Rhyme time at all branches ▪ Encourage more school visits ▪ Provide opportunities for online training ▪ Develop Young Adult activities and clubs – zines, Manga ▪ Develop volunteer trainers to provide Internet and Local History sessions ▪ Web bookings for events ▪ More adult programs i.e. Information sessions & Book clubs ▪ Utilise new technology to reach new audience

Key result area 2: Building individual skills, capability and wellbeing

2.1 Lifelong learning in the library context		Library service rating ★ ★	Reviewer's rating ★ ★
		be moved to provide more space for author visits ▪ Australian Flexible learning framework/ACE	

Peer review notes on: What we do, Strengths, Areas for improvement, Evidence, and Star rating

- Trying hard within constraints but areas for improvement are somewhat passive
- Partnerships likely to be an ongoing opportunity to explore (i.e. 'bang for buck')
- Options to use available space better for programs/events, etc. – evenings or adjacent space?
- Promotion and targeted awareness raising may be an ongoing challenge – shift patron's perception of what's possible/available
- Do quite well with what you have with limited staffing and limited space, as well as limited funding

Key result area 2: Building individual skills, capability and wellbeing

2.2 Providing and promoting 21st century literacies	Library service rating ★	Reviewer's rating ★

To what extent is this theme a strategic imperative for this library service?

See strategic document - Access to Information: an plan to guide the provision of Library Service in East Gippsland

What we do	Evidence	Strengths	Areas for improvement
24/7 access to catalogue and online databases - Interlibrary loans through LLV - Provide training for customers – basic training, online databases – travel on the net etc. - Boardmaker online training - Podcast, twitter, blogging training at outreach centres - Outreach 'Library without walls' training to show customers how to access online resources - WiFi access at Bairnsdale - Playaway talking books - Talking newspapers - Online databases promoted to public - Genealogy CD ROMs	- Number of computer bookings - User guides and training handouts - Customer feedback through customer feedback form, library email address, customer comment - Training workbooks - ILL stats - Digital frame promotes services	- Early adopter of web 2.0 training - Web2 training provided at Outreach service points - Commitment to providing 21st century literacies for remote communities	- Provide Web2 training at all branches - Investigate wikis/blogs for website - Regular updates for local history Wiki - Investigate other blogs/wikis - Engaging baby-boomers - Using website to promote services & training - Encourage staff to use Web2 technologies in their work - Young Adult blog - Parenting Blog - Gaming equipment at Lakes branch - Upskill all staff in new technologies - Audit of staff skills - Use local PC club as IT trainers for seniors - More presentation/ training sessions held in evening

Key result area 2: Building individual skills, capability and wellbeing		
2.2 Providing and promoting 21st century literacies	**Library service rating** ★	**Reviewer's rating** ★
Peer review notes on: What we do, Strengths, Areas for improvement, Evidence, and Star rating		

- Difficult area for East Gippsland
- Get the sense this is a major area for development i.e. 'dipping the toe' in the water
- Need to work on data regarding WiFi use patterns
- Build on early adoption of Web 2.0 activity
- Lots of improvements options listed (good)

Key result area 2: Building individual skills, capability and wellbeing			
2.3 Encouraging a reading culture	**Library service rating** ★★★–★★★		**Reviewer's rating** ★★★
To what extent is this theme a strategic imperative for this library service?			
See strategic document - Access to Information: an plan to guide the provision of Library Service in East Gippsland			
What we do	**Evidence**	**Strengths**	**Areas for improvement**
▪ Partnerships -Gippsland Lakes Community Health – Let's read/Communities for Children/Children's Book Council talks ▪ 0-3 Rhyme Time ▪ 3-8 – Story time ▪ 8-12 – Summer Reading Club, MS Readathon, Premier's Reading Challenge ▪ Monthly Lakes Tyres Indigenous Homework club ▪ Extensive range of genre list handouts ▪ 'I Like It' / 'I Loathe It' reader slops ▪ Little Thoughts – children's review page ▪ Outreach book reading sessions – Eat Bairnsdale Neighbourhood house, Maddox Gardens, SANP sessions ▪ Talking Book CDs & Playaways for visually impaired ▪ Large print for visually impaired ▪ Literary awards posters and handouts ▪ Suggestion for purchase forms	▪ New book lists provided at least monthly and often more regularly ▪ Homework club at East Bairnsdale and Lake Tyers ▪ Promote specific collections and new titles in Print & Pixel newsletter ▪ Sale of deleted material at each branch ▪ New titles book covers displayed at all branches and in P&P ▪ Popular titles lists – Adult, Junior and Young Adult ▪ Handouts listing print and online lists of parenting resources ▪ Rhyme time booklet ▪ CBCA book talks ▪ Visits by range of adult and children's authors ▪ Display and promotion of titles and collections	▪ Strong focus of service especially children's services ▪ Displays of New ANF and AF titles ▪ Strong marketing of collections ▪ Provide deleted Junior ANF titles to needy schools ▪ Continual investigation of ways to promote collection and reading culture ▪ Bairnsdale staff visit branches to discuss best way to display material and promote collection ▪ Staff visits to other library services to other libraries ▪ Staff attendance at Collections meetings and SLV training sessions ▪ Provide copy of al genre lists for Latrobe, VIC and Prospect, SA libraries	▪ More staff training in literacy programs ▪ Use literacy training in practical way to create outcomes and programs ▪ Expand partnerships and exploit opportunities to partner with other organisations ▪ More adult services such as book chat clubs ▪ Develop a Reader Development strategy ▪ Purchase of Tumble books Database – in progress ▪ Staff training in readers advisory and reader development ▪ Assess Outreach collections – use stats and staff/customer feedback to ensure collections

Key result area 2: Building individual skills, capability and wellbeing			
2.3 Encouraging a reading culture		**Library service rating** ★ ★ ★ – ★ ★ ★	**Reviewer's rating** ★ ★ ★
▪ Bulk/individual LOTE requests provided, and rotated, as requested ▪ Library sponsored author visits to library branches and schools ▪ Use statistics, staff and customer feedback and purchase suggestion forms to ensure collection reflects needs of community ▪ ACMI provider ▪ Talking Newspaper provider (Mobile) ▪ Adult and Young Adult Manga collection ▪ Junior Graphic novel collection ▪ Standing orders of popular titles ▪ Bean bags for mothers and children ▪ Summer reading club ▪ Reading kits provided in conjunction with Maternal and Child clinics	▪ Classic Novel collection ▪ Westerns shelved separately from other fiction collection ▪ Outreach storytime ▪ Summer Reading club ▪ Housebound service ▪ Online request to purchase via library feedback email address ▪ Number of program sessions and number of participants ▪ Number of filled purchase requests – 80-90% ▪ EGIPPS library branding – standard template for documents ▪ Rand and variety of genre lists ▪ Writing competitions for adults and children		are relevant and popular ▪ Author visits to Outreach centres ▪ Programs for Young Adults – Pizza and Paperbacks/ezines etc ▪ Online book reviews from customers ▪ Encourage writing and reading groups ▪ Publish New book Lists on web ▪ Catering for adults with poor literacy skills or a disability

Peer review notes on: What we do, Strengths, Areas for improvement, Evidence, and Star rating

▪ Strongest area for this KRA overall – evidence is great
▪ Reader Development Strategy (or training) will be a major benefit (for both staff and users)
▪ Online reviews – will be good to see developed
▪ General approach to marketing and promotions is good – nicely 'pitched'
▪ Again could be a good opportunity to work in tandem with neighbouring libraries and foster communities of shared interest which could be developed into partnership models for events and author visits
▪ Like it, Loath it is a great idea

Key result area 2: Building individual skills, capability and wellbeing		
Overall star rating	**Library service rating** ★ ★	**Reviewer's rating** ★ ★
Peer review notes		
▪ Trying really hard in this KRA – 3rd area is strongest		

Key result area 3: Developing social capital			

3.1 Welcoming civic space	Library service rating ★★–★★★	Reviewer's rating ★★★

To what extent is this theme a strategic imperative for this library service?

See strategic document - Access to Information: an plan to guide the provision of Library Service in East Gippsland

- Highly important as East Gippsland Shire Council operates Paynesville, Orbost, Lakes and Omeo library branches as Library /Business Centres
- Sense of wellbeing & comfortable place to visit and spend time

What we do	Evidence	Strengths	Areas for improvement
- Different branches have their own 'look' – Lakes is spacious and modern, Bairnsdale is housed in Heritage building; Omeo is new, small and very fresh looking - Paynesville staff use limited space well - Staff work hard to keep each branch attractive i.e. new CD rack at Orbost and Lakes, new rugs and rearranged shelving at Bairnsdale, Lakes, Orbost and Omeo; new Picture Book boxes at Bairnsdale and Orbost - Staff updated on changes to space - photos of new furniture etc sent to all staff - Creation of functional welcoming spaces is high priority for Library coordinator - Staff attitude is friendly and helpful - Most staff have been employed at library for considerable time and know their customers well	- Standardise branding by using templates - Library Access Appraisal Report for Lakes Entrance Lib - Access Appraisal Report for Bairnsdale Library - Building for the Future – Lakes Entrance Library Growth Needs Assessment report - Library Coordinator attended SLV 'Re-thinking Library Spaces Course ' and shared information and presentation with staff - Lib Cord shared information , photos and links provided by participants of Library World tour - Omeo library small but very cheerful and welcoming - Mobile library – tidy, comfortable	- Lakes Entrance Lib/Business Centre – very welcoming/ good location/new/easy access /near shopping centre/good signage - Staff take pride in service, committed, – good feedback from customers via word of mouth and survey - Orbost – welcoming customer service /good signage / good location - Regular visits by Lib Coordinator, Senior Library Officer sand C&YS team leased to assess space at each branch - Lakes Library Growth Assessment.– report outlining planned development for this branch	- Paynesville library taking much longer than expected to be built – very trying for staff and customers - Saturday opening hours for branches - Refurbishment and extension of Bairnsdale library or new library for Bairnsdale - Need meeting, reading and study space at Bairnsdale library - Develop more inviting Youth and Teen space at all branches

Key result area 3: Developing social capital			
3.1 Welcoming civic space		**Library service rating** ★ ★ – ★ ★ ★	**Reviewer's rating** ★ ★ ★
▪ Regular staff and service area discussions on ways to improve customer service and handle difficult customers	▪ 2009 Library survey ▪ Customer feedback form	▪ Strong community attachment to Bairnsdale library – letters in paper and petition against repositioning of new Bairnsdale library ▪ Use of Bairnsdale library on Tuesday afternoons and evenings for training, presentations, etc. ▪ All branch staff do the best they can with what they have	

Peer review notes on: What we do, Strengths, Areas for improvement, Evidence, and Star rating

- Staff input – tidy welcoming, comfortable space, pride and influence
- Lakes Entrance is a nice environment (visited branch)
- Wheeled shelving is a good initiative – flexibility
- Bairnsdale limited by a very crowded building (e.g. tea area is tiny and uninviting for staff – bit 'drab')
- The photos show that all branches are very neat and tidy. Staff should feel proud about this
- Branches feel comfortable and inviting

Key result area 3: Developing social capital

3.2 Sense of identity and belonging	Library service rating ★ ★	Reviewer's rating ★ ★ ☆

To what extent is this theme a strategic imperative for this library service?

See strategic document - Access to Information: an plan to guide the provision of Library Service in East Gippsland

High Importance – Community Vision and Council Plan / Linked to MAC vision and PLVN statement

What we do	Evidence	Strengths	Areas for improvement
▪ Bairnsdale library located in Heritage listed building ▪ Local Studies and Hal Porter collection ▪ Windows version of 'InMagic' software used to catalogue Local Studies ephemera ▪ Library is non voting member of East Gippsland Heritage Network group ▪ Heritage and Access officer provides training and information on LH activities and events ▪ LH groups encouraged to use display cabinets at Bairnsdale, Lakes and Orbost ▪ Library branches act as clearing house for local community information. Information is displayed on community noticeboard & information stands ▪ Friends of Library provide 'Book Corner' information for local paper ▪ Friends of library notice board at Bairnsdale library	▪ Local Studies Collection Development Policy ▪ Active Heritage Network Member ▪ Display cases available for community displays at Orbost, Lakes and Bairnsdale ▪ Local Studies displays at all branches ▪ Encourage Heritage network members to provide displays for display cases ▪ Participation in Heritage Week ▪ Library/Council Records staff work together with other Heritage members to provide exhibition of Local Government material in June 2010 ▪ Library encouraged Heritage Network members to participate in PROV training	▪ Local History room and Local History collection ▪ Hal Porter collection ▪ Heritage network – non voting member of Heritage group ▪ Community noticeboard ▪ ALIA library Ambassador ▪ Links to indigenous community through GEGAC ▪ Local Studies wiki ▪ Shared programming by Access and Outreach services and Library branches ▪ Provision of community noticeboards, display cases ▪ Local purchases where possible ▪ Councillors invited to events ▪ Library events well publicised and promoted	▪ Strengthen links to indigenous groups ▪ Catalogue LH serials ▪ Promote services to school students, playgroups and non users ▪ More Local Studies handouts ▪ More Local Studies tours and information sessions ▪ Create Local Studies blog and update Wiki ▪ Develop partnerships with TAFE ▪ Explore translation of Library guide to other languages ▪ More programs targeted at cultural and ethnic groups ▪ More programs for youth and teenagers

Key result area 3: Developing social capital			
3.2 Sense of identity and belonging	**Library service rating ★★**	**Reviewer's rating ★★★**	
▪ Library purchase one Local Studies and one lending copy of titles published by local authors or titles about the region ▪ Process workflow chart for purchase, cataloguing and end processing of Local Studies material ▪ ALIA Library Ambassador – Barry Heard – first library in Australia to have an ALIA Ambassador ▪ Targeting non users – Get passionate at your library promotional material distributed throughout community ▪ Mobile library participates in local parades ▪ Mobile library visits Bairnsdale and Omeo agricultural shows and local events ▪ No charge for interlibrary loans from TAFE ▪ LOTE collection provided on request ▪ Annual Travelling Treasures displays- well attended ▪ 14 July 08 Victorian Women Vote 100th Anniversary display ▪ SLV Independent Type display at Lakes Library Business Centre – 2nd library to exhibit the display	▪ Local author reading – Ashley Capes ▪ Foyer space available for community presentations ▪ Library presence at community events – Bairnsdale and Omeo show/Health and Wellbeing expo/child care display at BARC (Bairnsdale Arts Centre)/Motor show, street parades ▪ Window display board at Bairnsdale library ▪ Displays/posters celebrating Harmony and Multicultural weeks ▪ Participation in SLV Independent Type exhibition ▪ Storytelling and activities mall during Citizen Services week and Children's Week ▪ Access & Outreach Library week road show ▪ Project in partnership with Australian Flexible Learning Framework – Building Online communities in East Gippsland ▪ Collaboration chart for Libraries Building Communities' Building on Bookie' project	▪ Publicising Community Unit information in Library newsletter ie bBuses to regional centres, NAIDOC week etc ▪ Museum at Orbost ▪ Good working relationships with Neighbourhood house	▪ Encourage more volunteers

Key result area 3: Developing social capital		
3.2 Sense of identity and belonging	**Library service rating** ★ ★	**Reviewer's rating** ★ ★ ★
Peer review notes on: What we do, Strengths, Areas for improvement, Evidence, and Star rating		

- Doing a lot of stuff – activity doesn't carry through to strengths in the document – performing better than indicated
- Library's role in 'fabric' of local community – works closely with the community and showcases libraries at community events
- Branch displays are nice
- The Orbost library and heritage group could work more closely with Museums Victoria for additional funding for Orbost Museum

Key result area 3: Developing social capital		
3.3 Supporting social connections	**Library service rating ★ ★**	**Reviewer's rating ★ ★ ★**

To what extent is this theme a strategic imperative for this library service?

See strategic document - Access to Information: an plan to guide the provision of Library Service in East Gippsland
- Embedded in Community Wellbeing Plan
- Storytelling by grandparents during Senior's Week

What we do	Evidence	Strengths	Areas for improvement
- Program of activities and events for adults and children - Libraries are part of Community Programs and Partnerships unit so community connections are always encouraged - Building on the Bookie program extended Mobile service to remote and hard to reach communities - Regular Access & Outreach programs and events - Maternal and Child Healthcare Young Readers Program partnership - Visits to Lake Tyers indigenous community for storytelling & Homework club - Author visits - Presentations and talks in library i.e. Using digital cameras - Mobile library presence at Omeo and	- Partnerships with other members of Community Programs and Partnerships Unit - Access and outreach partnerships - Rhyme time and storytime sessions - Holiday activities – films and craft - Storytelling by grandparents during Seniors week - IT & literacy training for customers - Sale of deleted books - Participate in Australia's Biggest morning tea - Displays for International Women's day, Harmony week, Family history month, Wetlands week, National Cleanup day - WIFI use for members and non	- Building on Bookie Outreach programs for remote communities - Mobile services – 35 stops - Access & Outreach programs - Outreach training in Web 2 technologies - Storytelling at Bairnsdale Neighbourhood house - Launch of indigenous storybooks - Storytime at all branches - Omeo Library Business Centre staff working with local school to tell stories that relate to curriculum - Staff commitment to exploring opportunities and offering a range of programs - Use staff intranet to promote library activities to other council staff	- Increase in attendance at Lakes storytime - Ask indigenous community to choose indigenous material for library - Temporary lack of space while the Bairnsdale meeting room is unavailable and the Paynesville library is housed in a demountable - Overall lack of space is a continuing issue - Provide services that meet needs of Baby Boomers - More visits to, and collaboration with, schools and playgroups - Increase Young adult programs

Key result area 3: Developing social capital			
3.3 Supporting social connections	**Library service rating** ★★		**Reviewer's rating** ★★★
Bairnsdale show ▪ Storytelling sessions at Omeo and Bairnsdale show ▪ Participation in Citizen Service Week held in mall ▪ Storytime and craft activities in mall during Children's week ▪ Heritage Network member ▪ Weekly Storytime for pupils from Special school ▪ Home based library service ▪ Author visits and community presentations ▪ Handout – 'Did you know that every Victorian can join any Victorian public library for free' ▪ Range of Visitor memberships ▪ NSS at various locations	members ▪ Talking newspapers ▪ Range of Large print and Talking Book collection to cater for needs of older community ▪ Children's activity mail outs to schools ▪ Access & Outreach Statistics ▪ Mobile library statistics ▪ Program and participants statistics ▪ Feedback from users of Mobile library ▪ Library handouts in New Residents packs ▪ Provide social space for parents by hosting Rhyme time & weekly storytime sessions ▪ Project in partnership with Australian Flexible Learning Framework – Building Online communities in East Gippsland ▪ Collaboration chart for Libraries Building Communities 'Building on Bookie' project		▪ Provide tea and coffee facilities in branches ▪ Baby change tables – planned ▪ Encourage council staff and councillors to become library members and champions ▪ Encourage placement of indigenous library trainee ▪ Use social networking sites to inform members and non-members i.e. Facebook ▪ Meeting space for use by community groups ▪ Multicultural training for all staff ▪ Provide library literature at train station, government offices, community agencies, etc.

Key result area 3: Developing social capital		
3.3 Supporting social connections	**Library service rating** ★ ★	**Reviewer's rating** ★ ★ ★

Peer review notes on: What we do, Strengths, Areas for improvement, Evidence, and Star rating

- HLS and Community Health connection a very powerful and strong partnership base
- Seniors Week and storytelling by grandparents – great idea and really nice
- Structurally well positioned to build on existing strengths in this area
- Online community development to build a pilot program
- Indigenous initiatives could be profiled more actively – is powerful stuff
- Library links well with the community
- A wide and varied range of programs
- Space is an issue – could perhaps take the programs outside the library environment

Key result area 3: Developing social capital

3.4 Reaching out to communities	Library service rating ★ ★ ★	Reviewer's rating ★ ★ ★

To what extent is this theme a strategic imperative for this library service?

See strategic document - Access to Information: an plan to guide the provision of Library Service in East Gippsland

- High importance
- Community plan
- Isolated communities
- 42,000 pop living in area of 22,000 sq kms

What we do	Evidence	Strengths	Areas for improvement
- Hub and spoke library service model - Mobile service – 35 stops - Housebound services organised by Gippsland Lakes Community Health and coordinated through library – excellent service with minimal intervention by library staff who check membership, liaise with Bairnsdale care or Meals on Wheels Coordinator, issue material and follow up overdues - Provision of mini collections at Access & Outreach service points - Provide range of Access & Outreach reading and training programs at 5 Outreach service points and other outreach centres - Programs at Lake Tyers indigenous settlement – storytime/Homework club	- Servicing small communities report 2101 'Come and Try' Access & Outreach program and schedule - Access & Outreach Program and participant stats - Interlibrary loan service and LLV training - Building on Bookie report, presentations and feedback - Online training and information sessions using 'Boardmaker' - Library promotion through intranet - All branches receive information and new/updated documentation	- Dedicated Access and Outreach Coordinator - Ongoing commitment to programs and events at service points - Gippsland Health volunteers service housebound - Ongoing assessment of Mobile and Outreach sites	- Investigate more services for, and with, indigenous population - Improve web presence – website updated and containing links to handouts and other library material - Better promotion of Outreach services - Staff development in this area of library services - Improved access to resources, training tools for Access & Outreach programs - Dedicated Access & Outreach vehicle

Key result area 3: Developing social capital			
3.4 Reaching out to communities		**Library service rating** ★★★	**Reviewer's rating** ★★★
▪ Storytime at Outreach centres ▪ Activities for Intellectually disabled SNAP clients ▪ Reading to aged at Maddox gardens ▪ Homework club at East Bairnsdale Neighbourhood house ▪ Web2 training at Outreach Centres ▪ School visits by Children and Youth services team ▪ Storytime for students attending Special School ▪ Citizen services week in Mall ▪ Storytime at venues outside library ie Mall, BARC, playgroups	at same time ▪ Bairnsdale service area staff visit branches to provide training for staff and customers ▪ Feedback & letters of appreciation ▪ Mobile library timetable in print and on web ▪ Library Lovers promotional material distributed throughout the community – Library lovers competition entry forms and promotional slips provided for businesses and community groups ▪ Celebrate special weeks e.g. International Women's Day; St Patricks day, April fools day, Melbourne cup day, mind puzzles for Brain Awareness week ▪ Project in partnership with Australian Flexible Learning Framework – Building Online communities in East Gippsland ▪ Collaboration chart for Libraries Building Communities' Building on Bookie' project		

Key result area 3: Developing social capital		
3.4 Reaching out to communities	**Library service rating** ★★★	**Reviewer's rating** ★★★

Peer review notes on: What we do, Strengths, Areas for improvement, Evidence, and Star rating

- Doing a lot of really good work on the ground, especially given geographic spread
- Dedicated Access and Outreach is a real strength
- Again, Indigenous activities should/could have higher profile
- Health linkages with HLS a great idea
- Good examples of current activity and evidence base not carried through to strengths as clearly as it could
- Again a wide reach of programs

Key result area 3: Developing social capital			
3.5 Working in partnerships		**Library service rating** ★ ★	**Reviewer's rating** ★ ★ ★

To what extent is this theme a strategic imperative for this library service?

See strategic document – Access to Information: an plan to guide the provision of Library Service in East Gippsland

What we do	Evidence	Strengths	Areas for improvement
▪ Effective, long established working relationship with Gippsland Lakes Community Health to provide Let's Read program, Housebound services ▪ Relationship with other services in the Planning department and Programs and Partnerships unit ▪ LLV officer has good working relationship with Wellington LLV officer that facilitates – resource sharing ▪ Access and Outreach service points at Neighbourhood Houses and Community Centres ▪ Library Business Centre Service Hubs conduct business for Vic roads, Centrelink & Commonwealth bank ▪ Library shares indigenous trainee with Community Programs team ▪ Team leader Youth Services works in partnership with Council Community Programs team on provision of various children's programs	▪ Project in partnership with Australian Flexible Learning Framework– Building Online communities in East Gippsland ▪ Collaboration chart for Libraries Building Communities 'Building on Bookie' project ▪ East Gippsland Library LLV brochures used as online training documentation for PLVN Resource Sharing group – one of the special interest groups reporting to the PLVN Community Access subcommittee ▪ Rural Access Project officer organised alternative communication training for staff. Topics covered: ▪ Sight impaired ▪ Vision impaired ▪ Speech impaired	▪ Access and Outreach partnerships with Neighbourhood houses ▪ Home based service run by volunteers	▪ Develop more partnerships with community groups and agencies ▪ Increase internal partnerships ▪ Work with community groups to provide a range of training eg digital photography ▪ More school partnerships ▪ Develop Home based services to Orbost and Omeo community

Key result area 3: Developing social capital			
3.5 Working in partnerships		**Library service rating** ★★	**Reviewer's rating** ★★★
▪ Access and Outreach partnership with TAFE Mallacoota ▪ Organised for Kilmany Uniting Care to use food from Food for Fines amnesty ▪ Provide space for Children's' Book Council presentation sponsored by local bookshop ▪ Member of Heritage network ▪ Food for Fines amnesty ▪ Lake Tyers – Homework Club ▪ Partner with Wellington, Latrobe, West Gippsland libraries to pool resources for author visits ▪ Presentation Bairnsdale Computer User's group & Bairnsdale Photographic club ▪ Encourage Community groups to use display cabinet ▪ Provide book exchange service for Clifton Village aged care ▪ Participate in SLV – Summer Read ▪ Simultaneous storytime at all branches	▪ 'Boardmaker' software and training provided ▪ C&YS team sponsor author visits to schools ▪ Access and Outreach partnerships with Neighbourhood houses ▪ Access and Outreach partnership with TAFE to provide online flexible learning opportunities ▪ Staff Position descriptions ▪ New Library bag part-sponsored by Sustainability Unit ▪ Branch recycling displays by Council's Waste Management department ▪ Library displays by Council's Early Years staff ▪ C&YS team attended and provided a display for Health Expo ▪ Christmas Food for Fines Amnesty		
Peer review notes on: What we do, Strengths, Areas for improvement, Evidence, and Star rating			
▪ Relationship between 3.2 and 3.5 (stronger base and strengths than what's been indicated) ▪ Few strengths listed but partnerships and linkages known and reflected in earlier KRAs ▪ Again, doing better 'on the ground' than the documentation reflects ▪ Great partnerships within the community			

Key result area 3: Developing social capital		
Overall star rating	**Library service rating** ★ ★ ☆	**Reviewer's rating** ★ ★ ☆

Peer review notes

- Alignment between, activity, strengths and areas for improvement
- This KRA seems to be the best natural 'fit' for the service
- Strong role to play in community development and fostering social connectedness
- Balance between constraints and getting stuff done
- Solid 3, strength and effort goes into this area
- Sense of what's on the ground isn't seen as a strength, but is

Key result area 4: Demonstrating leadership

4.1 Leadership and innovation at all levels	Library service rating ★ ★ ★	Reviewer's rating ★ ★

To what extent is this theme a strategic imperative for this library service?

See strategic document – Access to Information: an plan to guide the provision of Library Service in East Gippsland

What we do	Evidence	Strengths	Areas for improvement
▪ Strategic plan – Access to Information: virtual and local hubs: a place based outcomes focused plan ▪ Regular discussions on techniques of good customer service and dealing with difficult customers ▪ Weekly service area meetings with Library Coordinator ▪ Information about innovations within the profession emailed to all library staff ▪ New services and programs encouraged ▪ Rhyme time established 2009 ▪ Very Long Overdue (VLO) process managed – previously took months and caused considerable stress, now automated and takes approx 5 minutes ▪ New processes to manage Missing, 'Reservations lost in system, Claimed as Returned items ▪ Input sought and welcomed from staff on changes and decisions	▪ The library sits in the Community Programs and Partnerships unit within the Department of Planning and Community. There are regular coordinator meetings to integrate planning and facilitate the sharing of information ▪ Shire mission statement ▪ 2009 Library survey ▪ Customer Feedback form ▪ Community planning meetings ▪ Community consultations ▪ SCOOP – staff consultative meetings ▪ Performance plans reflect council vision ▪ Membership of professional groups and e-lists ▪ Ongoing IT upskilling of staff ▪ Work plans always contain training options ▪ 3 staff undertaking library qualifications	▪ Always open to new ideas ▪ Freedom and opportunity to explore new ideas ▪ Freedom to fail and learn by mistakes ▪ Staff development encouraged and opportunities provided ▪ Information and skills shared ▪ Respect between team members, most of whom have worked together for many years ▪ Small number of staff so information is shared quickly and efficiently ▪ Staff opinions sought and respected ▪ Opportunities for leadership provided ▪ Staff participation in ▪ SLV Shared Leadership program ▪ SLV Being the Best We Can working party ▪ SLV Travelling Exhibitions reference group	

Key result area 4: Demonstrating leadership

4.1 Leadership and innovation at all levels | Library service rating ★ ★ ★ | Reviewer's rating ★ ★

- Input sought and welcomed from OICs - Budget discussions with service area staff - Staff backups for service continuity and skill development - Grant applications encouraged and supported - Staff offered opportunity to work at other branches - Staff offered opportunity to undertake acting roles - Staff visits to other libraries encouraged - Regular service area meetings to discuss new ideas - Provide information on best practice with staff - Collocation with Business Centres	- HR staff survey - Library Vision, Goals and Aspirations displayed in branches and on back of Customer Feedback form - Staff participation in - - SLV Shared Leadership program - SLV Being the Best We Can working party - SLV Travelling Exhibitions reference group - Staff innovation encouraged - Project in partnership with Australian Flexible Learning Framework– Building Online communities in East Gippsland - Collaboration chart for Libraries Building Communities' Building on Bookie' project - See Innovations attachment	- Regular branch visits by service area staff - Individual staff provide feedback to other staff on any training attended - Relevant PLVN meetings/training sessions attended by C&YS team, ILL officer and backup officer, Collections Librarian, Library Coordinator	

Peer review notes on: What we do, Strengths, Areas for improvement, Evidence, and Star rating

- No areas for improvement listed, there is always room for improvement
- Possible areas for improvement are evaluation, communication, and staff development and support (continue)
- Also, how to actively foster staff engagement, input, etc. (e.g. planning as a professional development opportunity)
- Would like to see more opportunities for staff leadership
- Would have been to do involve staff in peer review discussion

Key result area 4: Demonstrating leadership

4.2 Planning and community engagement	Library service rating ★ ★ – ★ ★	Reviewer's rating ★ ★

To what extent is this theme a strategic imperative for this library service?

See strategic document - Access to Information: an plan to guide the provision of Library Service in East Gippsland

What we do	Evidence	Strengths	Areas for improvement
▪ Strategic document – Access to Information: Virtual and Local Hubs: a place based outcomes focused plan ▪ Annual Mobile library service review ▪ A\analysis of library usage statistics ▪ Community consultation over location of New Bairnsdale library ▪ Professional expertise by qualified staff ▪ Commitment by non-qualified staff ▪ Library survey – input from users and non users ▪ MAV Collaborative Purchasing project ▪ Opening hours reviewed and altered to suit customers ▪ Media Officer provided with news items that promote library services and programs ▪ Friends of Library input regarding location of new Bairnsdale library ▪ Development of Access & Outreach service points and programs	▪ Annual Mobile library review ▪ Building on Bookie report ▪ Access & Outreach 'Come and Try' program and schedule ▪ Community consultation re new Bairnsdale library ▪ Library feedback email address ▪ Joint Children's services programs with Wellington and Latrobe shire libraries ▪ Customer Feedback forms ▪ Suggestions for Purchase forms ▪ Library survey of users and non-users ▪ Library services and programs that reflect Council vision and Community plan ▪ Community consultation for selection of Parenting & Rhyme time resources	▪ Strong focus on marketing to internal and external customers ▪ Print and Pixels newsletter ▪ Council media officer ▪ Lakes, Paynesville, Orbost and Omeo Branch staff work with community agencies ▪ Staff have high awareness of community needs ▪ Staff keen to attend any training opportunities ▪ Staff encouraged and supported to attend training and information sessions	▪ Encourage indigenous membership ▪ More Community consultation ▪ 'Future Directions' library plan

Key result area 4: Demonstrating leadership			
4.2 Planning and community engagement		**Library service rating** ★ ★ – ★ ★	**Reviewer's rating** ★ ★
• C&YS staff partnership with Lake Tyers trust to develop Homework Help club • Staff connection with their community and awareness of community needs • Staff Supersearcher 101 & 102 training • Study encouraged and financially supported by council	• Shire training & development officer • Use promotional banners to promote library at community and outreach events		

Peer review notes on: What we do, Strengths, Areas for improvement, Evidence, and Star rating

- Analysis of statistics for service development and enhancement, usage – what don't we know – gaps (programs, marketing, utilisation)
- Opening hours and response to community need could be expressed as strength – need to continue working on this
- Staff awareness of community need should be/could be noted more clearly (i.e. clear strength)
- This KRA strikes as a real area for development and improvement – opportunity to build on a really good base
- There needs to be more community consultation

Key result area 4: Demonstrating leadership

4.3 Building organisational capability through people	Library service rating ★ ★	Reviewer's rating ★ ★

To what extent is this theme a strategic imperative for this library service?

See strategic document - Access to Information: an plan to guide the provision of Library Service in East Gippsland

What we do	Evidence	Strengths	Areas for improvement
▪ Staff provided with opportunities for training and involvement in State-wide projects e.g. SLV Shared Leadership program/SLV Being the Best We Can working party / SLV Travelling Exhibitions reference group ▪ Review of training and job satisfaction at 6 mthly Work plan & Performance Review ▪ PDs reviewed and changes made if necessary ▪ Staff share expertise and knowledge at fortnightly meetings /via email/at service area team meetings ▪ Staff provided with opportunities to attend external meetings – LLV, state Collections Meeting, SLV Leadership training ▪ Industry information shared with all staff ▪ After attending training, staff provide feedback to colleagues ▪ Staff feedback from group staff training sessions	▪ 6 monthly Performance review and work plans ▪ Training register ▪ Training feedback form ▪ Staff may nominate library specific training requirements as their council supported professional development ▪ Library & Service area meeting Minutes ▪ Low staff turnover rates ▪ Staff satisfaction survey ▪ Library lunacy award ▪ 'Wow' and 'Whoops' board – celebrating success and providing guidelines for future behaviour ▪ Monthly Officer in Charge meetings ▪ Council financial support for higher education training	▪ Council financial support for training ▪ Staff encouraged to apply for internal vacancies ▪ All staff encouraged and supported to develop personally and professionally ▪ Positive staff attitude ▪ Good team spirit ▪ Staff backups	▪ Encourage staff to undertake formal qualification and study ▪ Literacy training – planned ▪ Refresher training in customer service ▪ Reward excellence ▪ More staff training ▪ Reference role play training ▪ Readers development training ▪ Staff backup for Mobile library

Key result area 4: Demonstrating leadership

4.3 Building organisational capability through people		Library service rating ★ ★	Reviewer's rating ★ ★
- Library staff Training register - Training checklist - Casual staff checklist - Regular visits to branches by Bairnsdale service area staff - Children and youth service team bi-annual planning meeting – includes branch teams	3 Staff participation in state wide working and reference groups - SLV Shared Leadership program - SLV Being the Best We Can working party - SLV Travelling Exhibitions reference group - Position descriptions - Provision of Employment Assistance Program - Staff Supersearcher 101 & 102 training - Roster reflects needs of organisation – 2 hrs is maximum number of consecutive desk hours		

Peer review notes on: What we do, Strengths, Areas for improvement, Evidence, and Star rating

- Usage statistics/staff satisfaction survey – what does it tell you? What do you/can you do with it? – needs to be followed up. Results need to be addressed – by Council and by library management
- Could continue working on staff satisfaction survey at a micro/library level to identify areas for staff development and build engagement
- Nice culture of support and encouragement
- Build reward and recognition base
- Challenge of getting people together – literally in terms of workplace culture (i.e. are we all on the same page?)

Key result area 4: Demonstrating leadership		
Overall star rating	**Library service rating** ★ ★ ★	**Reviewer's rating** ★ ★
Peer review notes		

- This is an area for development and improvement
- How can planning structures engage staff in/with where the library is going and why?
- Challenges to engage in staff communication
- Need to have structures to support improvements

Key result area 5: Designing, managing and improving systems and processes

5.1 Implementation of policies and procedures	Library service rating ★ ★	Reviewer's rating ★ ★

To what extent is this theme a strategic imperative for this library service?

See strategic document - Access to Information: an plan to guide the provision of Library Service in East Gippsland
- Provides guidance for staff

What we do	Evidence	Strengths	Areas for improvement
▪ Strategic document – Access to Information: Virtual and Local Hubs: a place based Outcomes focused plan ▪ Service area plans ▪ Library procedures reviewed in consultation with library staff ▪ Reason for changes clearly communicated to staff ▪ Staff feedback and input encouraged and implemented ▪ Internet Use policy reviewed in consultation with IT and Legal staff ▪ Procedures documented ▪ Ongoing commitment to continuous improvement of processes and procedures ▪ Processes and policies available to all staff ▪ Intensive audit of processes and procedures by Library Coordinator over last 2 years ▪ Policies available on intranet	▪ Minutes of general and service area meetings available on Dataworks ▪ Procedures manual ▪ Forms and Handouts saved to DataWorks ▪ Standardised formatting and file names for creating, naming and saving documents ▪ Regular library OHS walkthroughs & reporting by library OH&S officer ▪ Online rosters ▪ 2009 Review of Collection &, Public Internet Use policies ▪ Review of Procedure for Removal of Difficult Customers, Leaving Children in Library policy	▪ Structured training schedule for new staff ▪ Staff training checklist ▪ Casual training checklist ▪ Senior Officer Bairnsdale ensures staff are following correct processes and procedures ▪ Only 2 staff oversee training – Senior Officer, Bairnsdale and C&YS Team leader ▪ Linkage of strategic documents with council plan ▪ Outreach documentation of procedures ▪ See innovations doc	▪ Procedure manual not current ▪ Publish policies on web ▪ Policy and Procedures

Key result area 5: Designing, managing and improving systems and processes			
5.1 Implementation of policies and procedures		**Library service rating** ★ ★	**Reviewer's rating** ★ ★
▪ Operate within Council's statuary and generic policies and procedures in relation to Human Resources management, OHS, Emergency response etc			

Peer review notes on: What we do, Strengths, Areas for improvement, Evidence, and Star rating

- Good base for continued development
- Policy and procedure work provides strong base for continued service development and should be updated annually
- OK overall
- Rosters could be simplified
- There needs to be a stronger linkage to the council plan

Key result area 5: Designing, managing and improving systems and processes

5.2 Appropriate and effective use of resources	Library service rating ★ ☆	Reviewer's rating ★ ☆

To what extent is this theme a strategic imperative for this library service?

See strategic document - Access to Information: an plan to guide the provision of Library Service in East Gippsland

- Very important as we need to provide evidence that library is using rate money efficiently and effectively

What we do	Evidence	Strengths	Areas for improvement
▪ MAV Collaborative purchasing – shelf ready saves time and expense ▪ Supplier aided selection lists ▪ Participate in consortia purchase for online databases ▪ Resource levels benchmarked with other libraries ▪ Material for visually impaired TB/Playaways ▪ Regular monitoring and tracking of budget resources ▪ Budget allocated by individual collections for easier management ▪ Staff make the best of limited budget ▪ Funding partnerships explored where possible ▪ Customers using WiFi so less pressure to provide desktop PCs ▪ Ongoing training of staff in processes and resource management	▪ Collection policy ▪ Collection and circulation stats ▪ Annual survey of Victorian Public Libraries ▪ Electronic resources purchased through Gulliver consortia ▪ Monthly Database Usage Statistics ▪ Customer and staff feedback ▪ PC occupancy report ▪ Reader advisory – suggestion slips, staff recommendations, customer feedback, library management system ▪ Weekly meeting between Collections Librarian and Library Coordinator ▪ Weekly meeting between Collections Librarian, Collections team member and C&YS team	▪ Doing the best we can on limited budget ▪ Statistics and reports provide information for selection and deselection of material ▪ Staff and Customer Suggestion for Purchase forms ▪ Database usage monitored monthly	▪ Lack of staffing inhibits program development and reduces opportunity offered by grants ▪ Library business centres not open Saturday ▪ Bairnsdale library not open after 1pm on Tuesday ▪ IT department controls purchasing and management of IT hardware and software ▪ Reactive response to building maintenance – issues not addressed promptly i.e. long term complaints about building issues caused rising damp ▪ Overcrowding in Bairnsdale workroom ▪ Onsite parking for Mobile

Key result area 5: Designing, managing and improving systems and processes			
5.2 Appropriate and effective use of resources		Library service rating ★ ★	Reviewer's rating ★ ★
▪ Sell deleted items at each branch ▪ Collections meet demand – use stats to dictate collection development –Talking books and Large Print are widely used so budget allocation reflects this trend	leader ▪ Skill Competency Checklist ▪ Training checklist for casual staff ▪ Process, reports and follow-up for overdue items/Reservations lost in system/Claimed as returned items/ Partial Retuned items/ Missing items/ Very long overdue items ▪ Extensive range of LMS reports		Library vehicle
Peer review notes on: What we do, Strengths, Areas for improvement, Evidence, and Star rating			
▪ Work on building constructive relationship with IT, helps to be clear about how they can help library to deliver on business, might need to change strategies to achieve outcomes ▪ Good to see evidence base to align Collection Development with demand ▪ Link to KRA 1 – some physical access to branches (i.e. opening hours is a challenge) ▪ Strong process to maximise collection access – looking at overdues, etc			

Key result area 5: Designing, managing and improving systems and processes

5.3 Self-evaluation and continuous improvement	Library service rating ★ ★ ★	Reviewer's rating ★ ★ ★

To what extent is this theme a strategic imperative for this library service?

See strategic document - Access to Information: an plan to guide the provision of Library Service in East Gippsland

What we do	Evidence	Strengths	Areas for improvement
- Annual Performance reviews & work plans - Corporate Culture of continuous improvement - Visit other library service to assess processes programs, use of space, promotional material etc - Staff personal and professional development encouraged - HR department surveys - Weekly/fortnightly Service area meetings - Fortnightly staff meetings - Supervisor meetings - Ongoing training - Best practice – attending training, visiting other libraries, industry journals, email groups - Operational and strategic OIC meetings - Library Coordinator audit of processes and services during past 2 years	- Training attendance register - Training feedback forms - Performance review work plans - Library statistical return - Staff and service area meeting minutes - New processes and procedures – see innovations list 3 staff studying for library qualifications - Grants obtained where possible – Rhyme time and Parenting Collection - Collection float refreshes branch collections, removing need for branch pool and dramatically reduces need for transference of large amount so material between branches – all for no cost - New standardised Bairnsdale hours	- Staff commitment and enthusiasm - New services and programs implemented with limited staff and money - Staff continually provided with opportunities to develop new skills, processes, services and programs	- No planned method of seeking feedback from non library users - No engagement or process with council to implement feedback - Distance makes attendance at meetings difficult – approx 7 hrs travel time to Melbourne. Meetings often start early so attendance necessitates overnight stay – expensive and time-consuming

Key result area 5: Designing, managing and improving systems and processes			
5.3 Self-evaluation and continuous improvement		**Library service rating** ★ ★ ★	**Reviewer's rating** ★ ★ ★
▪ Monthly branch visits by Bairnsdale service area staff ▪ Continuous review of LMS processes and procedures	▪ See Innovations attachment		
Peer review notes on: What we do, Strengths, Areas for improvement, Evidence, and Star rating			
▪ Clearly interested in opportunities to develop/improve the service ▪ Probably need to think about what the key messages for developing the service are, who needs to hear if and how it's delivered – especially staff and council ▪ Investigate if there is someone within Council that is responsible for grants and work with them			

Key result area 5: Designing, managing and improving systems and processes		
Overall star rating	**Library service rating** ★ ★ ★	**Reviewer's rating** ★ ★
Peer review notes		
▪ Doing pretty well within existing constraints ▪ Clear commitment to continuous improvement and strong intent to manage systems and process ▪ Suggest continuing to build an evidence base and strong procedural framework ▪ Communication for telling the East Gippsland Library story, will be ongoing challenge – engage both staff and users as service evolves		